

Hello and welcome to a presentation of the North Dakota E-government Survey Results. My name is Dirk Huggett and I am an IT Planning and Research Analyst for the Information Technology Department.

ITD and the Legislative Council recently funded a study of Internet use and public opinion about e-government to help fulfill the requirements of house concurrent resolution 3057 passed during the 2001 legislative session. Citizens and businesses were surveyed on a number of issues and the results are being presented today by Cordell Fontaine, **Director of the Social Science Research Institute. He will then be available to answer any questions you may have.**

I will also give a brief presentation on the results of an informal survey that ITD's Planning Division performed with state agencies indicating their adoption of e-government applications and services.

So let me now present Cordell Fontaine.

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Thank you Cordell.

ITD's Planning Division performed an informal survey of state agencies in order to get some basic information on what is being offered and planned in the e-government arena. The following are some of the results of that survey.

## Format

- ITD Planning Staff
  - Agency IT contacts
    - Questionnaires
    - Interviews
- 31 of 53 agencies (58%) responded

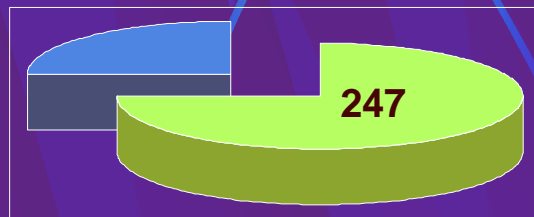


The format the ITD Planning Staff used was by questionnaires and interviews with agency IT contacts.

A total of 31 agencies with a strong mix of different budget sizes responded.

## Key Findings

- All but 1 respondent had a web site
- Of the 329 programs supported by the respondents, 75% had information on-line.



Only 1 agency that responded did not have a web site.

75% of the programs supported by the responding agencies had some information available on-line.

## Key Findings

Cont'

- On Average, 59% of publications can be found on-line



On Average, 59% of publications produced by the respondents can be found on-line

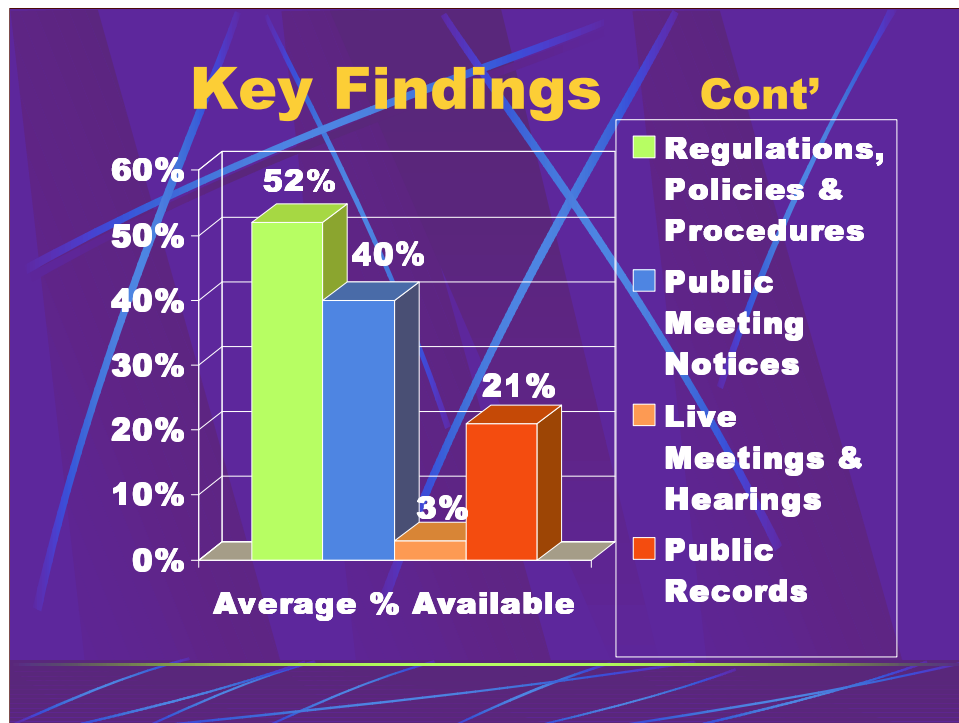
## Key Findings

Cont'

- 45% of respondents use on-line feedback



45% of respondents use on-line feedback



On Average, 52% of Regulations, Policies and Procedures are available on-line and 40% of Public Meeting Notices are posted on-line.

Only an average of 3% of meetings and hearings are broadcast live on-line, but there are exceptions. The Public Service Commission, for example, broadcast all of their meetings & hearings live.

Finally, an average of 21% of public records are available on-line. As we will see in a moment, privacy is a big issue preventing this number from rising quickly.

## Key Findings

Cont'

- Thousands of forms available on-line
- Many of them are fillable
- Very few submittable



There are thousands of forms available on-line and many of them are fillable. However, only a very few forms are currently submittable electronically.

## Key Findings Cont'

- Major Benefits of E-government
  - #1 – 65% - Improved Customer Service
  - #2 – 40% - Faster more efficient processing of transactions
  - #3 – 20% 1<sup>st</sup> place, 20% 2<sup>nd</sup> place, & 15% 3<sup>rd</sup> place votes – Services available 24x7

35% of respondents did not clearly rank this question

We asked the agencies to rank the top 3 major benefits of e-government. Please note that 35% of respondents did not clearly rank this question.

The top choice with 65% of the 1<sup>st</sup> place votes was - Improved Customer Service

40% of the 2<sup>nd</sup> place votes were for - Faster more efficient processing of transactions

Finally with 20% of the 1<sup>st</sup> place, 20% of the 2<sup>nd</sup> place, & 15% of the 3<sup>rd</sup> place votes – Services available 24x7



## Key Findings **Cont'**

- Biggest Barriers of E-government
  - #1 – 43% - Privacy/Security Issues
  - #1 – 43% - Funding not available or not a priority
  - #3 – 43% 2<sup>nd</sup> place – Electronic Signature/Authentication issues

32% of respondents did not clearly rank this question

We asked the agencies to rank the top 3 barriers of E-government. Please note that 32% of respondents did not clearly rank this question.

There was a tie at first place with 43% of the number one votes - Privacy/Security Issues and Funding is not available or is not a priority  
An with 43% of the 2<sup>nd</sup> place votes – Electronic Signature/Authentication issues

# Questions

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